

Knowledge Center Operational Group (KCOG) Tips

Accessing Transcripts at the Managerial Level

Background: Organizations have the capability to set up organizational managers in the Knowledge Center. This will allow each person assigned this permission to access transcripts of the people assigned to that organization. Remember, managers who are assigned to profiles also have the capability to access the subordinate transcript, even if they are not assigned as a organizational manager.


Trail in the KC to access transcripts:

[Home](#) >> [Administration](#) >> [User Management](#) >> [Manage Users](#)

Type in the name of the person and hit the search button. The following will appear;

Records found: 1						
	Last Name	First Name	Job Title	Location	Activity	Action
	CLINE	RUBY	Other	Rocky Mount VA	Active	<input type="text" value="Edit Peers"/>  <input type="button" value="Go"/>

From this point, go to the action drop down menu and select view transcript, then hit go. The transcript will populate.

Records found: 1						
	Last Name	First Name	Job Title	Location	Activity	Action
	CLINE	RUBY	Other	Rocky Mount VA	Active	<input type="text" value="View Transcript"/>  <input type="button" value="Go"/>